

# ***Xerox DocuPrint 4050/4090 NPS/IPS***

## ***Troubleshooting Guide***

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# Safety

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## Laser safety

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### **WARNING**

**Adjustments, use of controls, or performance of procedures other than those specified herein may result in hazardous light exposure.**

The Xerox DocuPrint printers are certified to comply with the performance standards of the U.S. Department of Health, Education, and Welfare for Class 1 laser products. Class 1 laser products do not emit hazardous radiation. The DocuPrint printers do not emit hazardous radiation because the laser beam is completely enclosed during all modes of customer operation.

The laser danger labels on the system are for Xerox service representatives and are on or near panels or shields that must be removed with a tool.

**DO NOT REMOVE LABELED PANELS OR PANELS NEAR LABELS. ONLY XEROX SERVICE REPRESENTATIVES HAVE ACCESS TO THESE PANELS.**

**DANGER**

**LASER RADIATION WHEN OPEN  
AVOID DIRECT EXPOSURE TO BEAM**

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## Ozone information: U. S. only

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This product produces ozone during normal operation. The amount of ozone produced depends on copy volume. Ozone is heavier than air. The environmental parameters specified in the Xerox installation instructions ensure that concentration levels are within safe limits. If you need additional information concerning ozone, call 1-800-828-6571 to request the Xerox publication 600P83222, *OZONE*.

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## Operation safety: U. S.

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Your Xerox equipment and supplies have been designed and tested to meet strict safety requirements. They have been approved by safety agencies, and they comply with environmental standards. Please observe the following precautions to ensure your continued safety.

### **WARNING**

#### **Improper connection of the equipment grounding conductor may result in risk of electrical shock.**

- Always connect equipment to a properly grounded electrical outlet. If in doubt, have the outlet checked by a qualified electrician.
- Never use a ground adapter plug to connect equipment to an electrical outlet that lacks a ground connection terminal.
- Always place equipment on a solid support surface with adequate strength for its weight.
- Always use materials and supplies specifically designed for your Xerox equipment. Use of unsuitable materials may result in poor performance and may create a hazardous situation.
- Never move either the printer or the printer controller without first contacting Xerox for approval.
- Never attempt any maintenance that is not specifically described in this documentation.
- Never remove any covers or guards that are fastened with screws. There are no operator-serviceable areas within these covers.
- Never override electrical or mechanical interlocks.

- Never use supplies or cleaning materials for other than their intended purposes. Keep all materials out of the reach of children.
- Never operate the equipment if you notice unusual noises or odors. Disconnect the power cord from the electrical outlet and call service to correct the problem.

If you need any additional safety information concerning the equipment or materials Xerox supplies, call Xerox Product Safety at the following toll-free number in the United States:

**1-800-828-6571**

For customers outside the United States, contact your local Xerox representative or operating company.

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## Operation safety: Europe

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This Xerox product and supplies are manufactured, tested and certified to strict safety regulations, electromagnetic regulations and established environmental standards.

Any unauthorised alteration, which may include the addition of new functions or connection of external devices, may impact the product certification.

Please contact your Xerox representative for more information.

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## Warning markings

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All warning instructions marked on or supplied with the product should be followed.



This WARNING alerts users to areas of the product where there is the possibility of personal damage.



This WARNING alerts users to areas of the product where there are heated surfaces, which should not be touched.

## **Electrical supply**

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This product shall be operated from the type of electrical supply indicated on the product's data plate label. If you are not sure that your electrical supply meets the requirements, please consult your local power company for advice.



WARNING

This product must be connected to a protective earth circuit. This product is supplied with a plug that has a protective earth pin. This plug will fit only into an earthed electrical outlet. This is a safety feature. Always connect equipment to a properly grounded electrical outlet. If in doubt, have the outlet checked by a qualified electrician.

To disconnect all electrical power to the product, the disconnect device is the power cord. Remove the plug from the electrical outlet.

## **Ventilation**

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Slots and opening in the enclosure of the product are provided for ventilation. Do not block or cover the ventilation vents, as this could result in the product overheating.

This product should not be placed in a built-in installation unless proper ventilation is provided, please contact your Xerox representative for advice.

Never push objects of any kind into the ventilation vents of the product.

## **Operator accessible areas**

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This product has been designed to restrict operator access to safe areas only. Operator access to hazardous areas is restricted with covers or guards, which would require a tool to remove. Never remove these covers or guards.

## Maintenance

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Any operator product maintenance procedures will be described in the user documentation supplied with the product. Do not carry out any maintenance on the product, which is not described in the customer documentation.

## Before cleaning your product

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Before cleaning this product, unplug the product from the electrical outlet. Always use materials specifically designated for this product, the use of other materials may result in poor performance and may create a hazardous situation. Do not use aerosol cleaners, they may be flammable under certain circumstances.

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## CE mark: Europe only

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January 1, 1995: Council Directive 73/23/EEC, amended by Council Directive 93/68/EEC, approximation of the laws of the member states related to low voltage equipment.



January 1, 1996: Council Directive 89/336/EEC, approximation of the laws of the member states related to electromagnetic compatibility.

March 9, 1999: Council Directive 99/5/EC, on radio equipment and telecommunications terminal equipment and the mutual recognition of their conformity.

A full declaration of conformity, defining the relevant directives and referenced standards, can be obtained from your Xerox representative.

In order to allow this equipment to operate in proximity to Industrial, Scientific and Medical (ISM) equipment, the external radiation for the ISM equipment may have to be limited or special mitigation measures taken.

This is a Class A product. In a domestic environment this product may cause radio frequency interference, in which case the user may be required to take adequate measures.

Shielded interface cables must be used with this product to maintain compliance with Council Directive 89/36/EEC.

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## Radio and telecommunications equipment directive (Europe only)

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### Certification to 1999/5/EC Radio Equipment and Telecommunications Terminal Equipment Directive:

This Xerox product has been self-certified by Xerox for pan-European single terminal connection to the analog public switched telephone network (PSTN) in accordance with Directive 1999/5/EC.

The product has been designed to work with the national PSTNs and compatible PBXs of the following countries:

Austria	Germany	Luxembourg	Sweden
Belgium	Greece	Netherlands	Switzerland
Denmark	Iceland	Norway	United Kingdom
Finland	Ireland	Portugal	
France	Italy	Spain	

In the event of problems, contact your local Xerox representative in the first instance.

This product has been tested to, and is compliant with, TBR21, a specification for terminal equipment for use on analog switched telephone networks in the European Economic area.

The product may be configured to be compatible with other country networks. Please contact your Xerox representative if your product needs to be reconnected to a network in another country. This product has no user-adjustable settings.

*NOTE: Although this product can use either loop disconnect (pulse) or DTMF (tone) signaling, it should be set to use DTMF signaling. DTMF signaling provides reliable and faster call setup.*

Modification or connection to external control software, or to external control apparatus not authorized by Xerox, invalidates its certification.

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## For further information

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For more information on Environment, Health and Safety in relation to this Xerox product and supplies, please contact the following customer help lines:

Europe:+44 1707 353434

USA:1 800 8286571

Canada:1 800 8286571



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# Introduction

This guide describes how to solve some specific problems that may occur when you are using the Xerox DocuPrint 4050/4090 NPS/IPS.

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## About this guide

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This guide is designed for Xerox DocuPrint 4050 and 4090 NPS/IPS operators whose job consists of the routine operation of one of these systems.

Users should have an understanding of printer controller operations.

Before using this guide, become familiar with its contents and conventions.

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## Contents

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This section lists the contents of this guide:

- Chapter 1, “Calling for service,” describes the information to have on hand when calling for support service.
- Chapter 2, “Troubleshooting Xerox Client Software installation,” provides solutions to common problems with software installation.
- Chapter 3, “Troubleshooting a Novell implementation,” describes some ways to troubleshoot a Novell implementation by viewing log messages.
- Chapter 4, “Clearing paper misfeeds and jams,” illustrates how to clear paper misfeeds and jams from various parts of the paper path.
- Chapter 5, “Optimizing print quality,” discusses methods of checking and improving print quality.

- Chapter 6, “Resolving printer problems,” describes printer-related problems other than paper jams, and suggests corrective actions.
- Chapter 7, “Resolving system problems,” describes various system problems and suggests corrective actions.

An index is provided at the back of the guide.

## Conventions

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This guide uses the following conventions:

- **All caps and angle brackets:** Within procedures, the names of keys are shown in all caps within angle brackets (for example, press <ENTER>).
- **Angle brackets:** Variable information, or the position of a specified argument in the command syntax, appears in angle brackets (for example, List Fonts <Pattern>).
- **Bold:** Within procedures, text and numbers that you enter are shown in bold (for example, enter **privilege operator**).
- **The word “enter” within procedures:** The two-step process of keying in data and pressing <ENTER> (for example, enter **y**).
- **Italics:** Document and library names are shown in italics (for example, the *Xerox DocuPrint NPS/IPS Guide to Managing Print Jobs*).
- **Quotation marks:** Keywords you can enter as arguments appear in quotes (for example, “USLetter”).
- **Vertical bars:** Alternatives to specified arguments are separated by vertical bars (for example, Set Time <Time | Remote Host Name | IP Address>).

**NOTE:** *Notes are hints that help you perform a task or understand the text.*

**CAUTION**

*Cautions alert you to an action that could damage hardware or software.*

**WARNING**

**Warnings alert you to conditions that may affect the safety of people.**

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## Related publications

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The Xerox DocuPrint NPS/IPS documentation set includes the documents listed below.

**NOTE:** *For a list of IBM reference manuals for IPDS printing, refer to the Solutions Guide for IPDS Printing.*

- *Guide to Configuring and Managing the System*
- *Guide to Managing Print Jobs*
- *Guide to Performing Routine Maintenance*
- *Guide to Submitting Jobs from the Client*
- *Guide to Using Page Description Languages*
- *System Overview Guide*
- *Troubleshooting Guide*
- *Solutions Guide for IPDS Printing*
- *Decomposition Service and Tools Guide*
- *Glossary*
- *Master Index*
- *Customer Information Quick Reference Card*
- *Printer Controller Commands Quick Reference Card*
- *Operator Quick Reference Card*
- *Submitting your Jobs from Macintosh Quick Reference Card*
- *Submitting your Jobs from UNIX & DOS Quick Reference Card*

- *Submitting your Jobs from Windows NT 4.0 (QuickPrint) Quick Reference Card*
- *Submitting your Jobs Using Windows NT 4.0 Drivers Quick Reference Card*

The documentation set also includes an electronic version, the DocuPrint NPS/IPS Interactive Customer Documentation CD.

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## 1. Calling for service

Before calling your customer service support center, make sure you have read this chapter and have tried the corrective actions described here. If the problem persists, gather the necessary information and call the customer support center.

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### Information to have on hand when calling for service

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To report hardware or software problems in the United States, call the following number:

1-800-822-2979

For customers outside the United States, call your local service representative.

Before calling, make note of the following:

- Status code numbers and messages that appear on the controller screen and the printer console
- Indicator lights that are lit
- Name of your printer: DocuPrint 4050 or 4090 NPS/IPS
- Serial number for your printing system (located on the frame inside the printer, behind the door to the feeder trays 1 and 2)
- Problems you are having with the system.

Additional information you may wish to note prior to calling includes:

- An explanation of how output differs from what was expected.
- An assessment of whether the symptoms follow a pattern or occur randomly.
- A list of special conditions that may be related to the problems:
  - New applications
  - Changes made to the software
  - Recent service performed

- Previous conditions under which the application has printed properly.

Give this information to a customer service representative, who will discuss the information and give you an estimated time of arrival or assist you over the phone to resolve the problem.

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## Enabling and disabling the modem for remote service

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Your system may be set up to use Sixth Sense Technology—a remote communication capability. Sixth Sense Technology is a suite of tools that allow service personnel to connect with a system and evaluate its performance. The service representative can troubleshoot problems remotely, transfer, apply, and remove patches remotely, and, if an on-site call is required, arrive with the solution to fix the problem.

An external modem allows your system to be accessed by remote service technicians.

You may be instructed to enable the modem so that the technician can dial into your system. Follow this procedure:

1. Stop all printing and queueing during the remote service session.
2. Follow the instructions of your service representative to enable the modem.
3. When the remote service session is complete, disable the modem.
4. Resume printing and queueing.

Refer to the *Guide to Configuring and Managing the System*, “Using utility commands” chapter, for more information on the commands used for remote service.

If security is a concern, you can turn off the modem, or you can physically disconnect the cable from the system when it is not being used.

**CAUTION**

*Depending on the commands used by the technician, the printer may start up during the remote service session. You should not attempt to operate the system or perform any tasks at the printer while remote service is in process.*

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## 2. Troubleshooting Xerox Client Software installation

Xerox Client Software is downloaded from the printer controller to a network client workstation to enable a print command. Refer to the *Guide to Submitting Jobs from the Client* for more information.

If you are unable to install the Xerox Client Software, or if you install it and all requests submitted fail, try the following:

- Make sure the Xerox Client print command does not conflict with the local print command on the client system. To verify this, at the prompt (or on a new shell window prompt, for Sun clients), enter print. You should see the usage message for the Xerox Client print command.

If not, make sure that the environment variable path includes the subdirectory /usr/xerox/nps/client/bin and /usr/bin before the subdirectory containing the local print command. Also, resolve any print command aliases that might be set in the.cshrc file.

If you see the message “Server or Directory Unreachable” after executing a print command, perform the following steps:

1. If the printer controller software is newly installed, verify that queuing has started at the printer controller.
2. At the client, verify the host file exists and contains the printer controller name and TCP/IP address.
3. Verify the network connections between the printer controller and the client. Enter **ping <Printer Controller name>**; if that fails, enter **ping <Printer Controller TCP/ IP address>**. Verify that the TCP/IP address of the printer controller is the same as the one in the host file on the client.
4. Check for hardware problems.

- Verify that the cconf file (/usr/xerox/nps/client/cconf) contains the default printer controller name that most recently performed the client installation. Try submitting requests to another printer controller by using the server override switch in the print command.
- If you are unable to install the software, make sure the client hard disk meets the minimum requirements. Otherwise, you may run out of disk space during the installation, and you may get misleading error messages.

The following table provides a reference to error messages that may display during installation of Xerox Client Software.

**Table 2-1. Xerox Client Software installation error messages**

Error message	Description
Installation not complete. Problems may have occurred during the transfer of files. Please verify that all files have been transferred and contact your system administrator for assistance.	Appears if any of the client files are missing at the end of installation.
Usage: <Printer_Controller_Name> or Usage: instsun4 <Printer_Controller_Name> or Usage: instsun3 <Printer_Controller_Name> or Usage: instult <Printer_Controller_Name>	Appears when the Printer Controller Name is not used as the argument to the installation commands. The <Printer_Controller_Name> is the name of the Printer Controller that the installation commands use to install the Client Software.
The attempt to communicate to the <Print_Controller_Name> has failed. Make sure the name <Print_Controller_Name> is correct. Make sure your /etc/hosts file contains correct information. Make sure the machine is operational and is in the network mode.	UNIX clients only. Indicates that the installation script's attempt to communicate with the Printer Controller has failed.
Problems may have occurred in ftp to the Print Server. Verify disk space. If the problem still exists, contact your system administrator for assistance.	UNIX clients only. Indicates problems occurred while using ftp to the Printer Controller to retrieve client files.
Problems may have occurred in setting permissions for the executables. You have to be at the super user level to install. Please contact your system administrator for assistance.	UNIX clients only. Indicates that the installation script's attempt to set permissions for the executables in /usr/xerox/client/nps/bin has failed.
Problems may have occurred in making the commands available. Please contact your system administrator.	UNIX clients only. Indicates that the attempt to copy the executables in /usr/xerox/client/nps/bin to /usr/bin has failed.
Unable to set permission for dir <path>. You have to be at the super user level to install. Contact your system administrator for assistance.	UNIX clients only. Indicates that the attempt to set permission for the client directory structure has failed. Make sure that you are executing the installation script at the super user level.

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### 3. Troubleshooting a Novell implementation

The tables in this chapter describe some ways to troubleshoot a Novell implementation from the log messages that appear in the var/log/DocuPrint.

The following table describes how to troubleshoot PSERVER problems.

Table 3-1. PSERVER problems

Problem	Probable Cause	Resolution
Log message says there is a problem locating a NetWare server.	NPS/IPS is not getting SAP packets for the server. <ul style="list-style-type: none"><li>• There is a basic connectivity or routing problem.</li><li>• The framing type has been set incorrectly during installation.</li><li>• The file server name has been set incorrectly during installation.</li></ul>	If there is an external connectivity problem: <ul style="list-style-type: none"><li>• Check Novell file server console screen for messages.</li><li>• Check that the server is running and connected to the network.</li></ul> If it is an incorrect framing type or server name, your Xerox service representative must change the configuration on the printer controller.
Log message says there is an error in connecting to the file server.	NPS/IPS is getting SAP packets with information about the server, but cannot communicate with it. <ul style="list-style-type: none"><li>• There is a basic connectivity or routing problem.</li><li>• NPS/IPS has an incorrect network number.</li></ul>	If there is an external connectivity problem: <ul style="list-style-type: none"><li>• Check Novell file server console screen for messages.</li><li>• Check that the server is running and connected to the network.</li></ul> If it is an incorrect network number, your Xerox service representative must change the configuration on the printer controller.

Table 3-1. PSERVER problems (Continued)

Problem	Probable Cause	Resolution
Log message says there is a failure to log in.	Password problem. <ul style="list-style-type: none"><li>• Server does not accept unencrypted logins</li><li>• NPS/IPS does not have the correct password.</li></ul>	If the server is not properly configured, enter <b>SET ALLOW UNENCRYPTED PASSWORDS=ON</b> at the server console.  If NPS/IPS has the wrong password, your Xerox service representative must change the password.
Log message indicates failure to login and password settings are correct.	A PSERVER with the printer's PSERVER name is running on the file server or on another machine (this could even be another NPS/IPS configured to use the same PSERVER name). The file server should only have a PSERVER defined with the same name as the printer's PSERVER, there should not be an instance of PSERVER running under that PSERVER definition.	Stop the PSERVER instance.
Log message says "Error finding queue."	Queue not created.	At the file server, create the queue, set up the printer for the PSERVER and be sure it will service the appropriate queue.
Log message says "Netware PServer <name> not found."	The PSERVER has not been defined on the file server.	Define a PSERVER with the correct name on the file server and restart the system.
Log message says that there was an error attaching to the queue.	NPS/IPS does not have access to the queue.	Ensure that there is a printer defined for the PSERVER on the file server and that the printer is defined to service the desired queue.

The following table describes troubleshooting RPRINTER problems.

Table 3-2. RPRINTER problems

Problem	Probable Cause	Resolution
Log message says: <ul style="list-style-type: none"><li>• "Cannot locate any Netware print server from the net."</li><li>• "Requested server &lt;name&gt; not responding."</li></ul>	<p>NPS/IPS is not getting SAP packets advertising the print server.</p> <ul style="list-style-type: none"><li>• There is a basic connectivity or routing problem.</li><li>• The incorrect framing type has been set.</li><li>• The print server is not running. For RPRINTER, there must be a PSERVER running on the file server with the name specified to NPS/IPS at installation time.</li></ul>	<p>If there is an external connectivity problem: PSERVER should work when it is repaired.</p> <p>If it is an incorrect framing type, your Xerox service representative must change the configuration on the printer controller.</p> <p>If print server is not running, start one.</p>



---

## 4. Clearing paper misfeeds and jams

Paper jams and misfeeds can be greatly reduced or eliminated if you use the correct type of paper under the right conditions. Refer to *Helpful Facts About Paper* for information on paper selection and care.

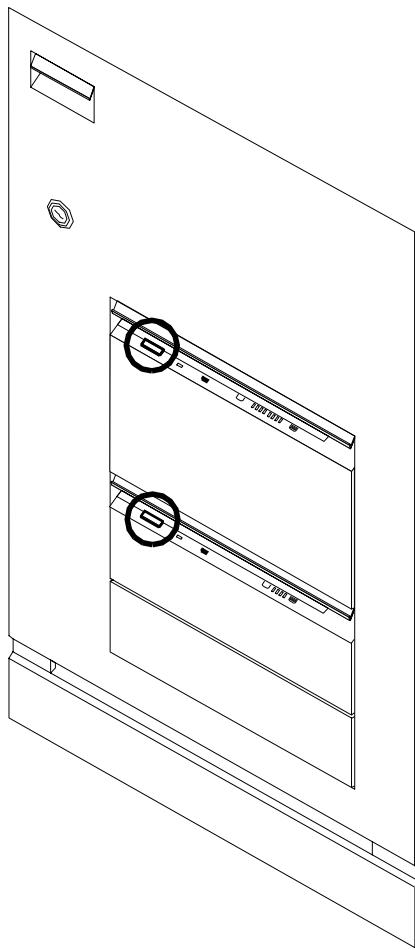
---

### Clearing a feeder tray fault

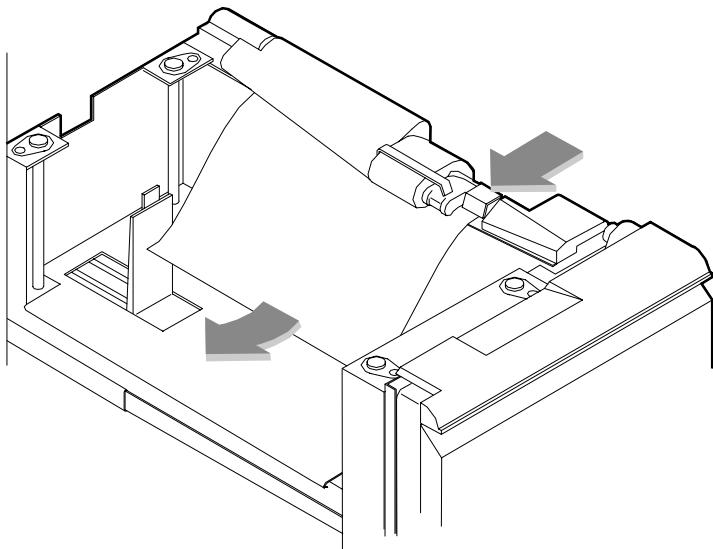
---

When paper is misfed from the paper trays, complete the following steps:

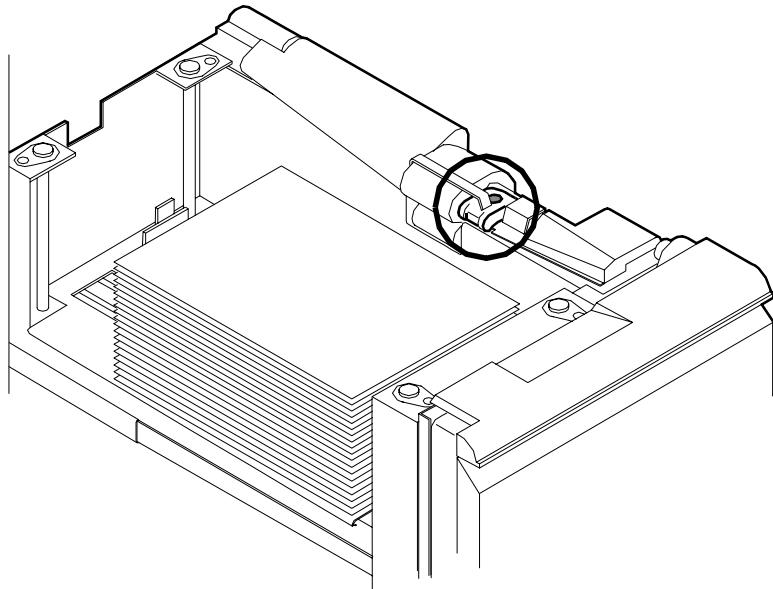
1. Go to the paper tray indicated by the message and graphic displays of the printer console.
2. Press the Tray Unlock button on the front left of the paper tray.



3. When the Ready To Open indicator is lit, pull the bar up and out to open the tray. Pull the tray all the way out for best results.
4. Press the green lever to unlatch the paper feeder assembly.



5. Remove and discard any partially fed paper. Make sure that the paper supply is neatly stacked and that the stack is not higher than the MAX line on the length guide. Make sure that the length guide is firmly touching the back edge of the stack.
6. Latch the paper feeder assembly by pressing the green dot until the assembly clicks into place.



7. Slide the tray back into the printer until the tray latches and press the Continue button to resume printing.

8. Discard any pages sent to the sample tray or unused stacker tray when the paper jam was detected.

*NOTE: If the 4635/180 IPS does not continue printing after a paper tray fault or after paper is loaded, lower then raise the tray. The system should resume printing.*

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## Frequent misfeeds

---

Frequent misfeeds may be caused by a glazed feed belt. A glazed belt is the most common cause of one tray misfeeding more than another tray when the same kind of paper is used. (Glazing is

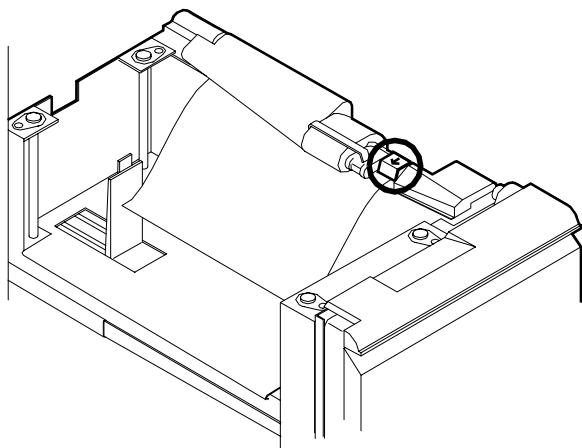
caused by a buildup of the chemicals found on most papers.)

If you suspect that the belt is glazed, try cleaning it with film remover that is obtained from your service representative.

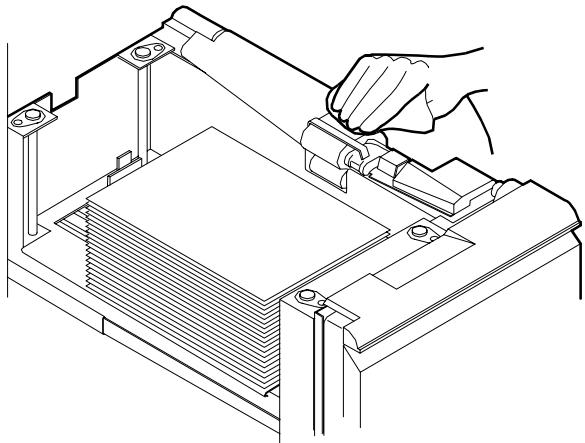
**CAUTION**

*Clean the feed belt only to correct misfeeds, not as routine maintenance. Because the belt is rubber, frequent cleaning dries it out and makes it fail prematurely.*

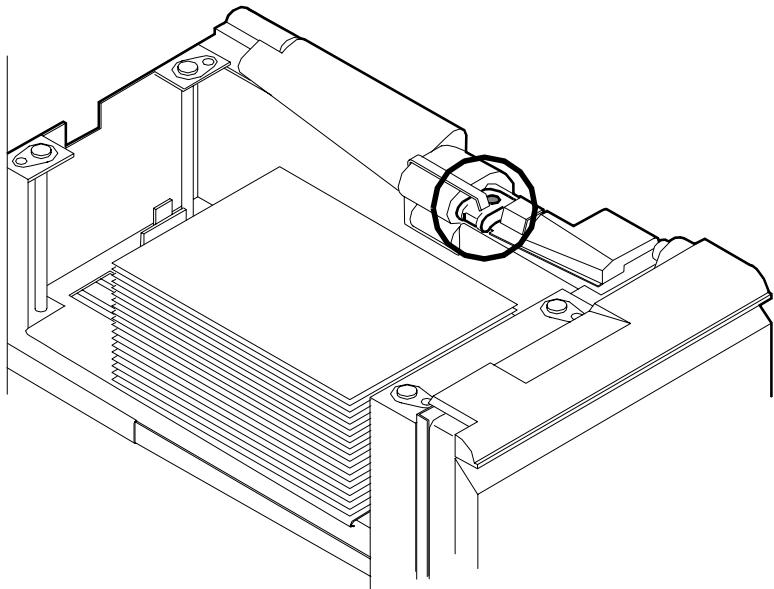
1. Clear any misfeeds that have occurred, but do not latch the paper feeder assembly. If necessary, unlatch it by pressing down on the bright green lever on the right side of the paper tray.



2. Lightly moisten a lint-free towel with film remover and thoroughly wipe the outside surface of the feed belt in the same direction as the ribs on the belt. (Wiping from side to side might pull the belt off its track.) Allow a few seconds for the film remover to evaporate.



3. Latch the paper feeder assembly by pressing down on the bright green dot. Slide the paper tray completely back into the printer



Operate the system as usual. If you continue to experience misfeeds, place a service call.

## Clearing paper jams

---

Paper sometimes jams as it leaves the feeder trays or moves through the paper path. You must clear the paper jam before you can continue to print. The two illustrations below show the areas along the paper path in which jams may occur.

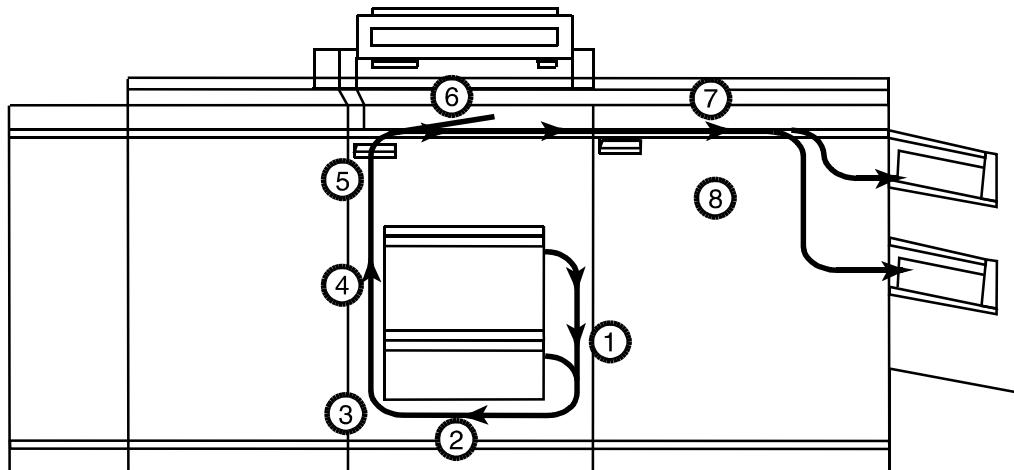


Figure 4-1. Areas along the simplex paper path

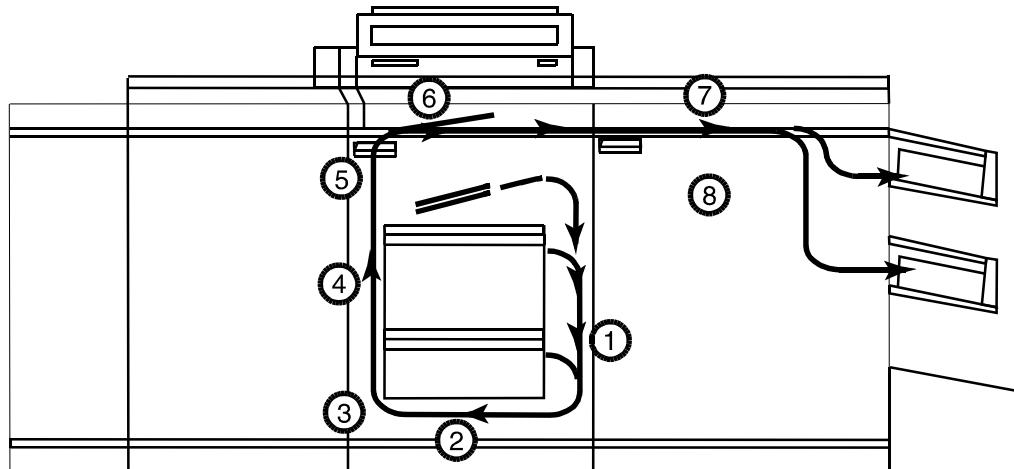
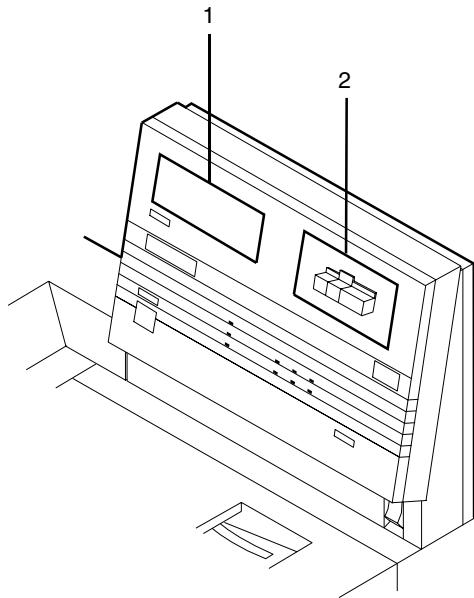


Figure 4-2. Areas along the duplex paper path

**Jam display on printer console** In the event of a jam, the printer console displays the following information:

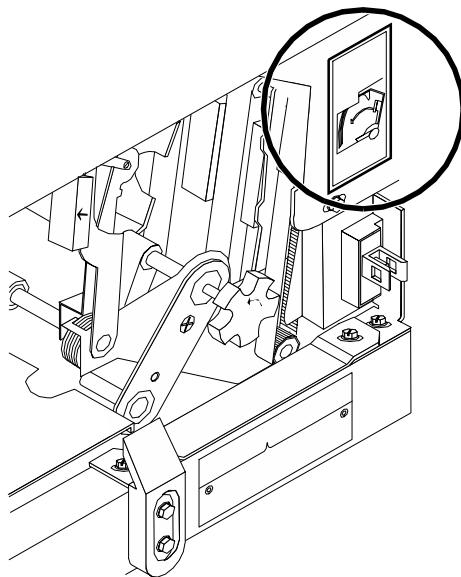
- The message display describes the areas of the printer you must check and clear.
- The graphic display shows the location of the jams and the doors you open to access them.



**Figure 4-3. Message and graphic displays on printer console**

1. Message display
2. Graphic display

**Interior labels** Message labels are located inside of the printer at the point of need.



**Figure 4-4. Message labels inside the printer**

Each handle, lever, or knob you use to clear a paper jam is bright green and marked with an arrow indicating the direction it moves.

When a paper jam occurs in the printer, clear only the area or areas indicated by the message and graphic displays.

---

### Job recovery

---

**Checking job integrity following a paper jam** There is a slight possibility of duplicate or missing pages when a paper jam occurs while a job prints.

Follow this procedure:

1. The printer offsets the first sheet printed following a paper jam. Locate that sheet.
2. Check the sheets immediately before and after the offset sheet to see if there are any missing or duplicated sheets in the job.
3. Check the output for data missing from the pages.

## Printer jam clearance areas

The following figure shows all areas in which printer jams can occur.

*NOTE: This diagram contains the jam clearance areas for both the dual stacker (areas 8, 8A, and 9) and the stitcher/stacker (areas A and B). The purpose of the diagram is to give you an overall perspective of the locations of all the printer areas relative to each other. Note that an actual printer cannot have both a dual stacker and a stitcher/stacker.*

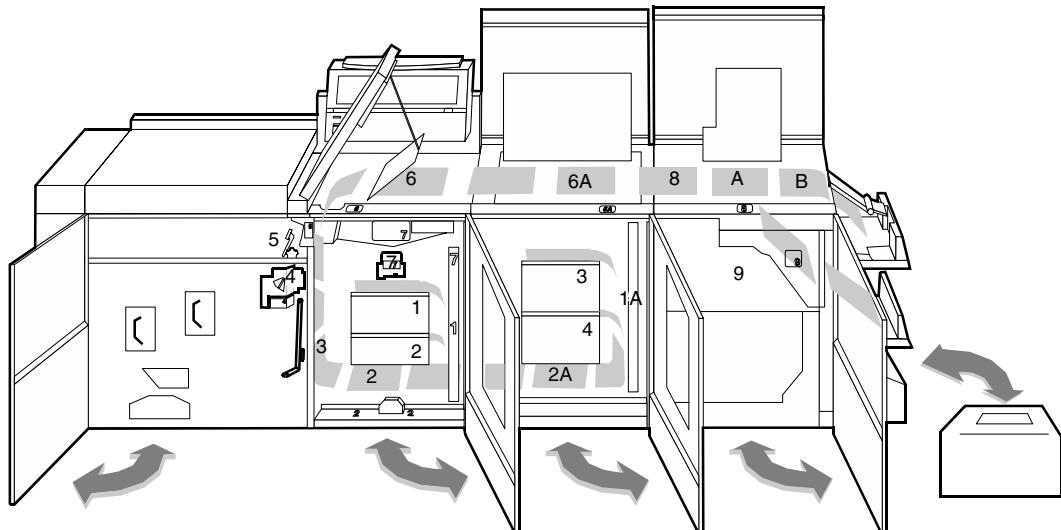
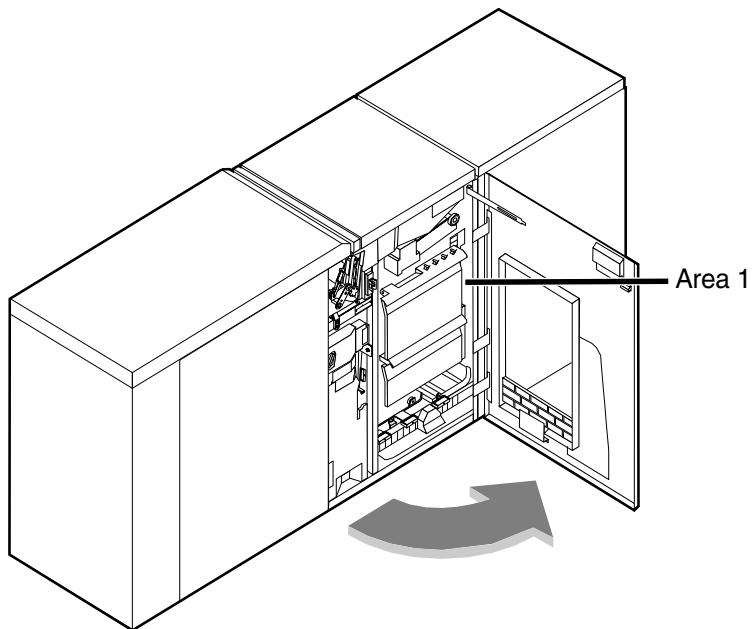


Figure 4-5. Overview of all printer jam areas

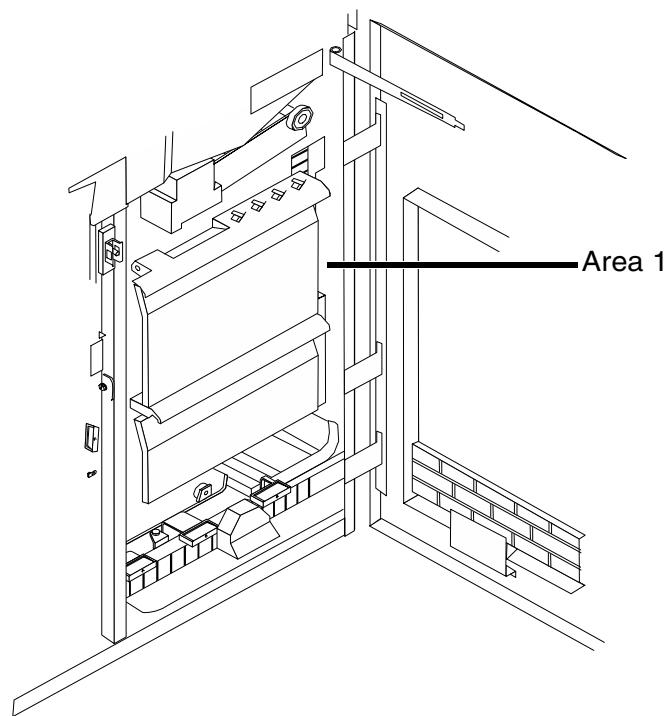
## Clearing paper jams from areas 1 and 1A

To clear paper jams from areas 1 and 1A:

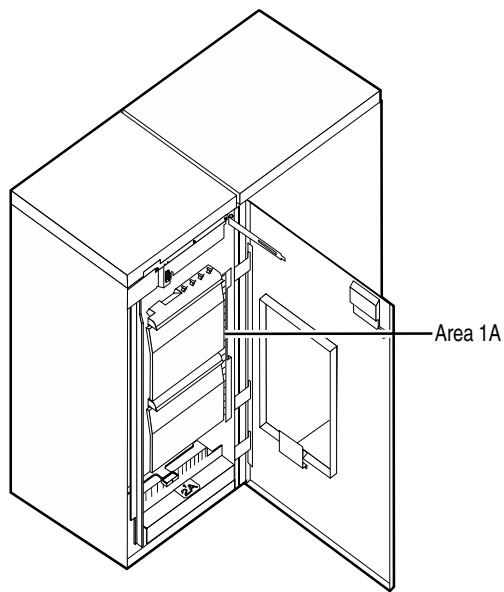
1. Open the middle door and locate area 1.



2. Remove and discard any paper you find in the areas indicated.



3. Close the door.
4. Open the high-capacity feeder front door and locate area 1A.



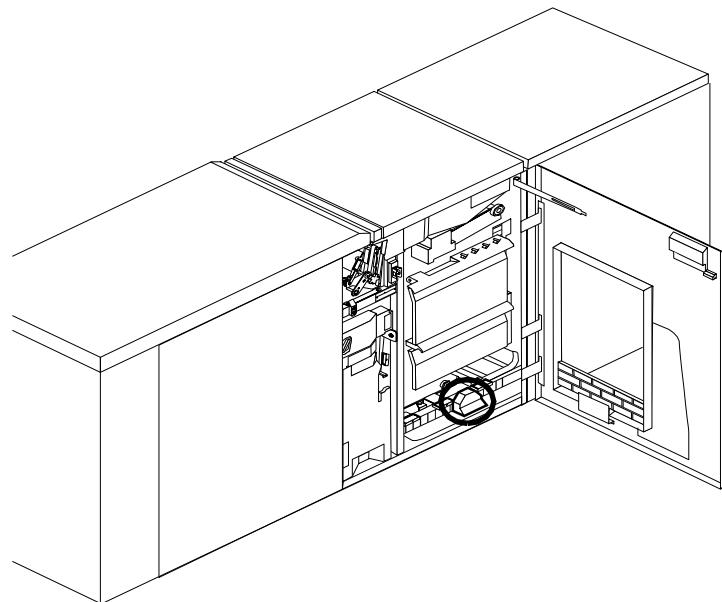
5. Remove and discard any paper you find in the area 1A.
6. Close the door and press the Continue button to resume printing.

#### **Clearing paper jams from areas 2 and 2A**

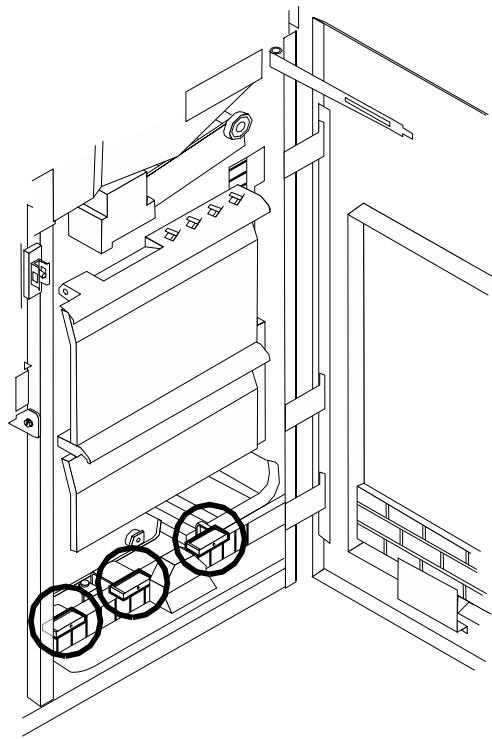
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To clear paper jams from areas 2 and 2A:

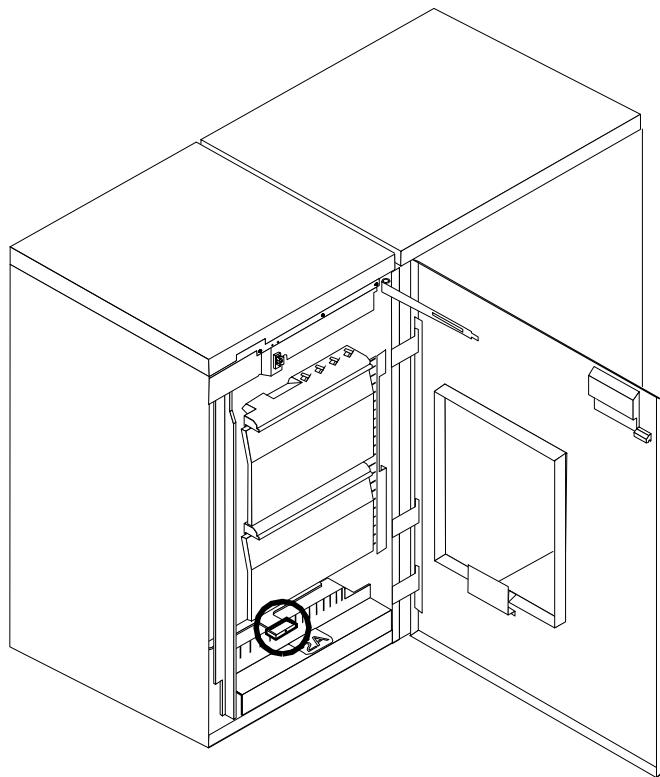
1. Open the middle door and locate area 2.



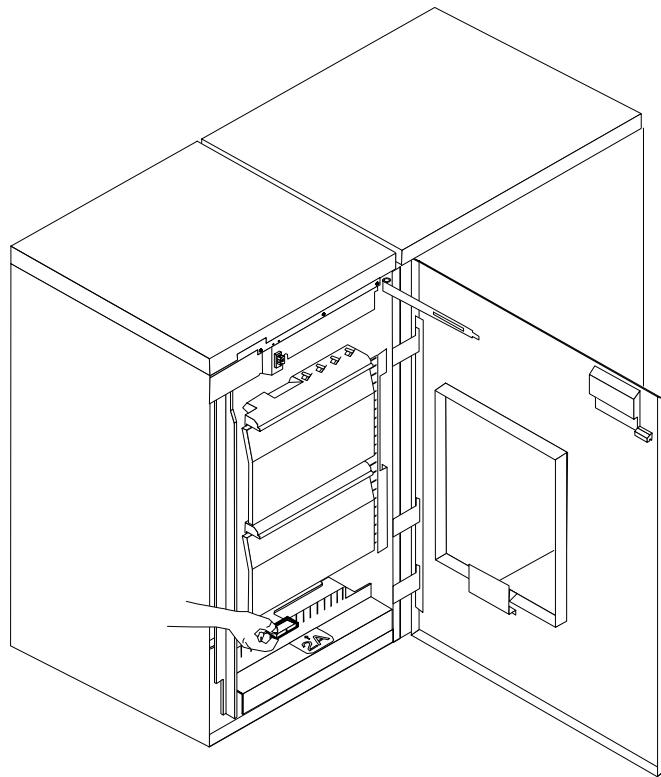
2. Lift the three green handles one by one. Each time you lift a handle, remove and discard any paper you find beneath the open section.



3. Lower the handles and close the door.
4. Open the high-capacity feeder front door and locate area 2A.



5. Lift the green handle. Remove and discard any paper you find in this area.



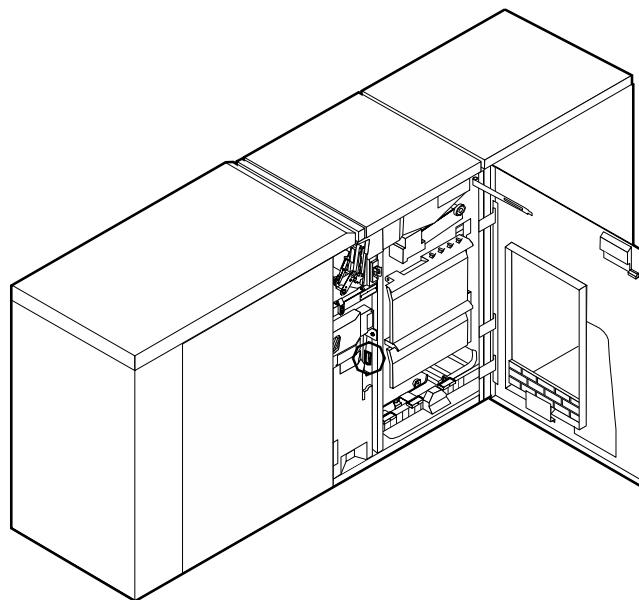
6. Lower the handle, close the door, and press the Continue button to resume printing.

### **Clearing paper jams from area 3**

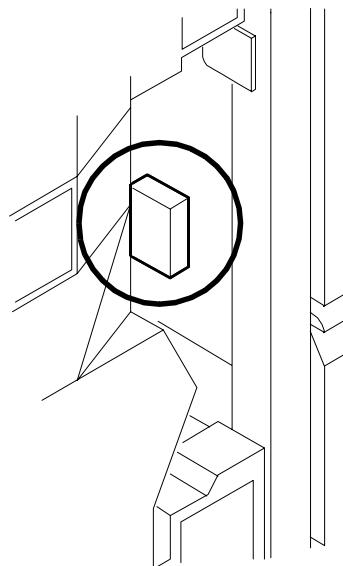
---

Follow these steps to clear jams in area 3.

1. Open the middle door and locate area 3.



2. Push and hold the green handle to the right (in the direction of the arrow marked on it).



3. Remove and discard any paper you find in this area.
4. Release the handle, close the door, and press the Continue button to resume printing.

*NOTE: When paper jams occur in areas 3 through 5, three extra blank sheets are sent through the printer to ensure that the fuser is clean. These sheets are sent to the top tray and should be discarded. You are not charged for these sheets.*

### **Clearing paper jams from area 4**

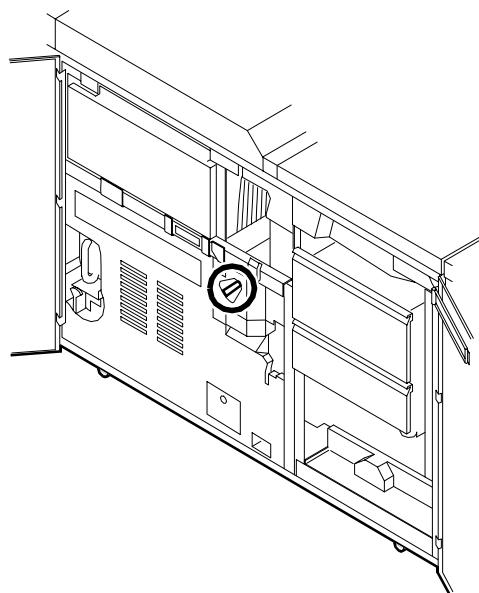
---

Follow these steps to clear jams from area 4.

#### **WARNING**

**The laser safety label located on the inside left front door of the printer advises you that the panel below it must not be removed, except by a service representative.**

1. Open the middle and left doors and locate area 4. Remember to clear the jam in area 5 first, if you are directed to clear both areas.



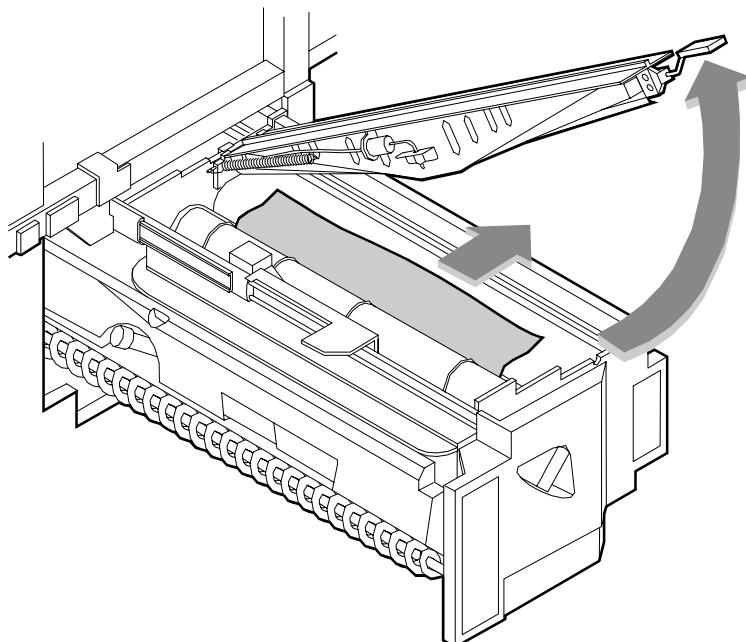
## **DANGER**

**LASER RADIATION WHEN OPEN  
AVOID DIRECT EXPOSURE TO BEAM**

**WARNING**

**Take care not to touch any parts in this area. They may be hot enough to cause burns.**

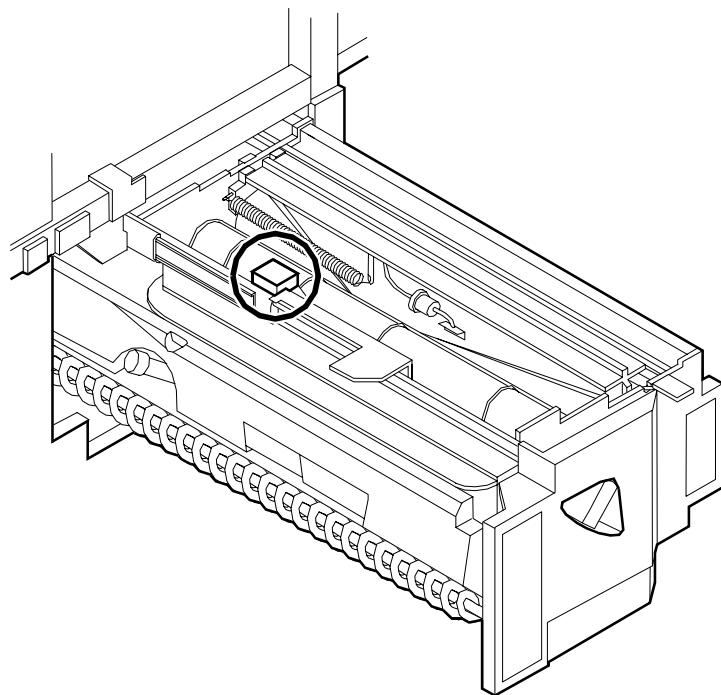
2. With your left hand, move and hold the green latch to the right (the direction of the arrow marked on it). With your right hand, pull out the large green handle until the fuser unit latches in the fully open position.
3. Raise the small green handle at the front of the fuser assembly.



**CAUTION**

*Do not use a sharp object to remove paper wrapped around the fuser rolls. Attempting to do so could damage the roller and require its replacement.*

4. Remove and discard any paper you find in this area.
5. Return the small green handle to its original position.
6. Push down on the green release latch, and slide the fuser unit back into the printer until it latches into the closed position.



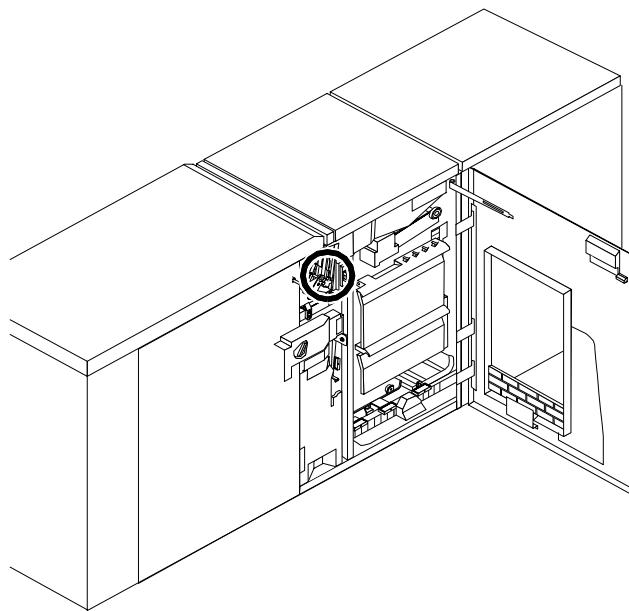
7. Close the doors (left one first) and press the Continue button to resume printing.

#### **Clearing paper jams from area 5**

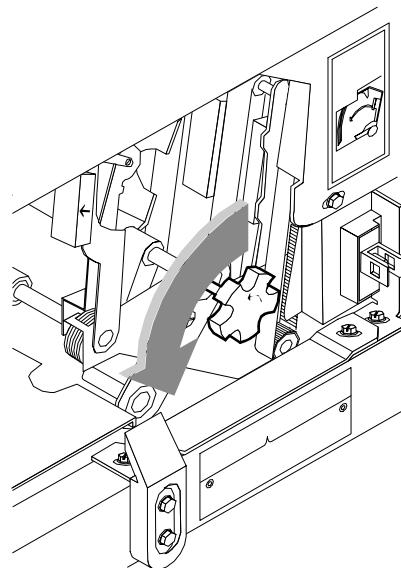
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Follow these steps to clear jams in area 5.

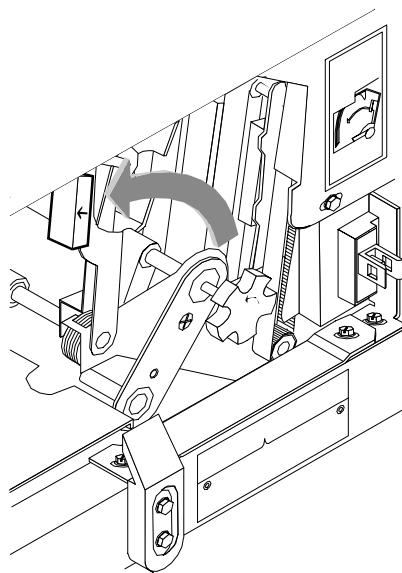
1. Open the middle door and locate area 5.



2. If paper is caught in the rollers between areas 4 and 5, first turn the green knob in the direction of the arrow marked on it. This ensures that the paper has completely moved into area 5, where you can remove it without tearing it.



3. Push and hold the green handle to the left (in the direction of the arrow marked on it). Remove and discard any paper you find there.



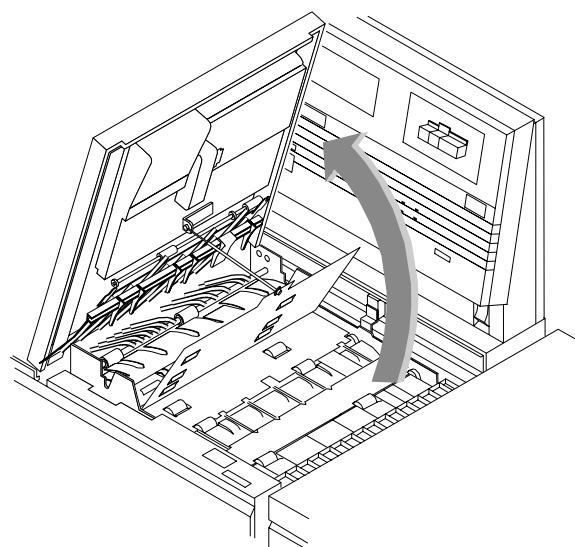
4. Release the green handle.
5. Close the door and press the Continue button to resume printing.

#### **Clearing paper jams from areas 6 and 6A**

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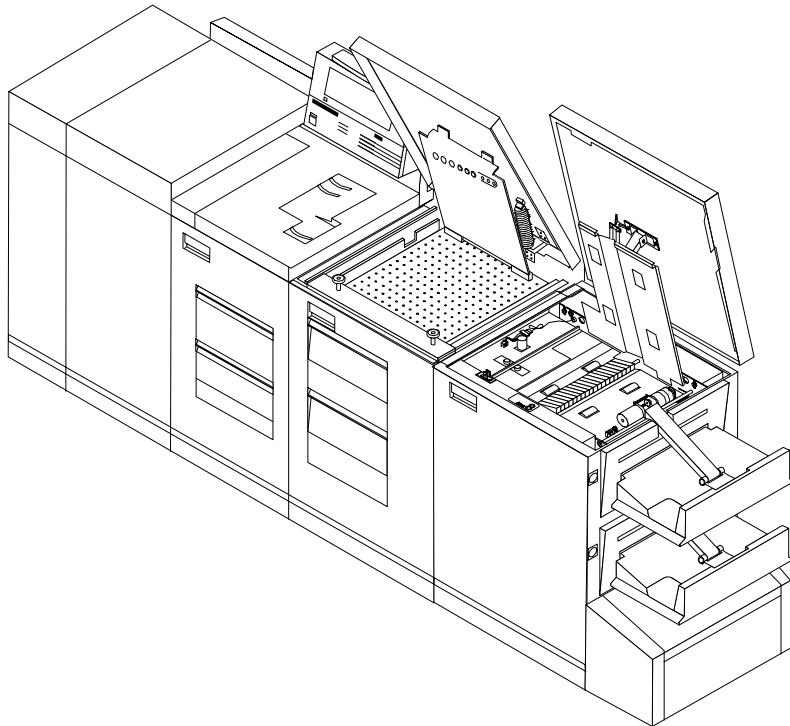
Follow these steps to clear jams in areas 6 and 6A.

1. Open the printer left-most top cover. Remove and discard any paper you find in this area.



2. Close the top cover.

3. Open the top cover of the high-capacity feeder. (Open the top cover of the stacker, too, if the printer console message display indicates it needs to be opened.)



4. Remove and discard any sheets under the high-capacity feeder cover. If the printer console message display also indicates a problem in the output module, remove and discard those sheets as well.
5. Close the top covers and press the Continue button to resume printing.

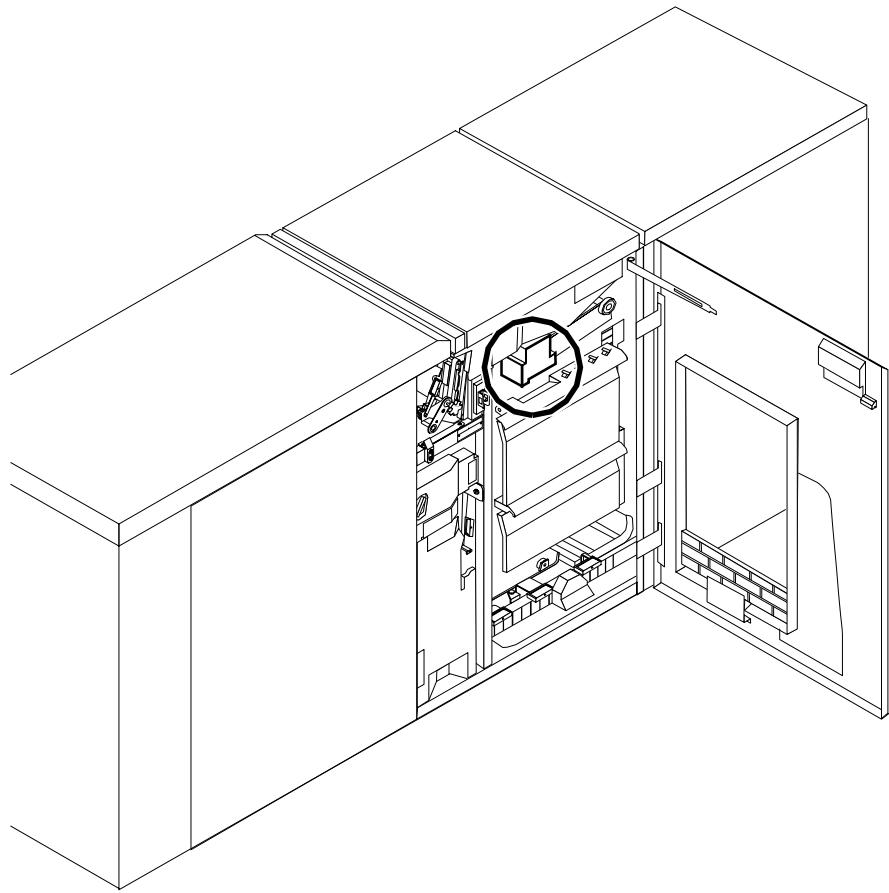
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### **Clearing paper jams from area 7**

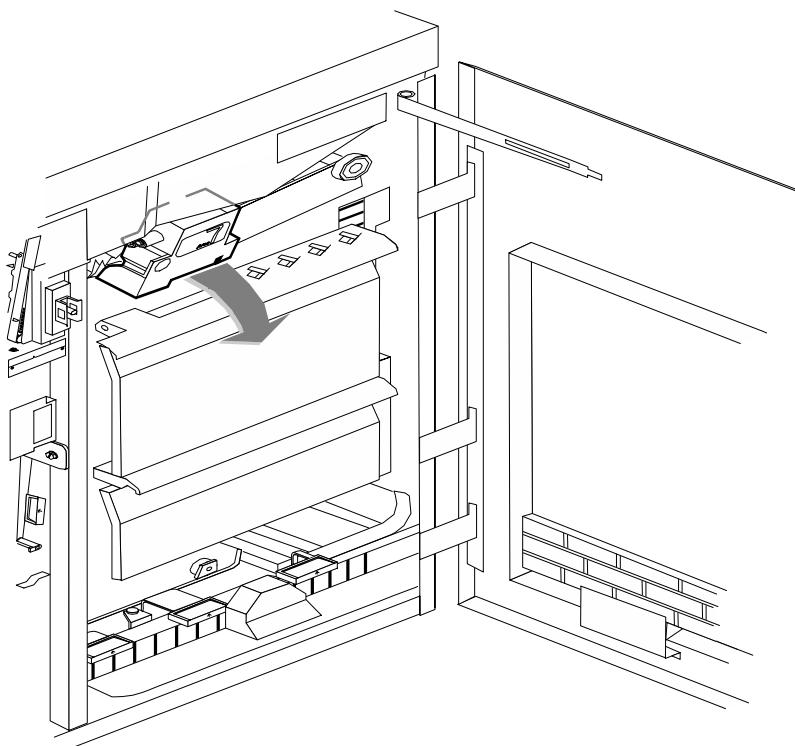
---

Area 7 of the paper path is used only during duplex printing.

1. Open the middle door and locate area 7.



2. Pull the block-shaped set separator toward you and hold it in that position.



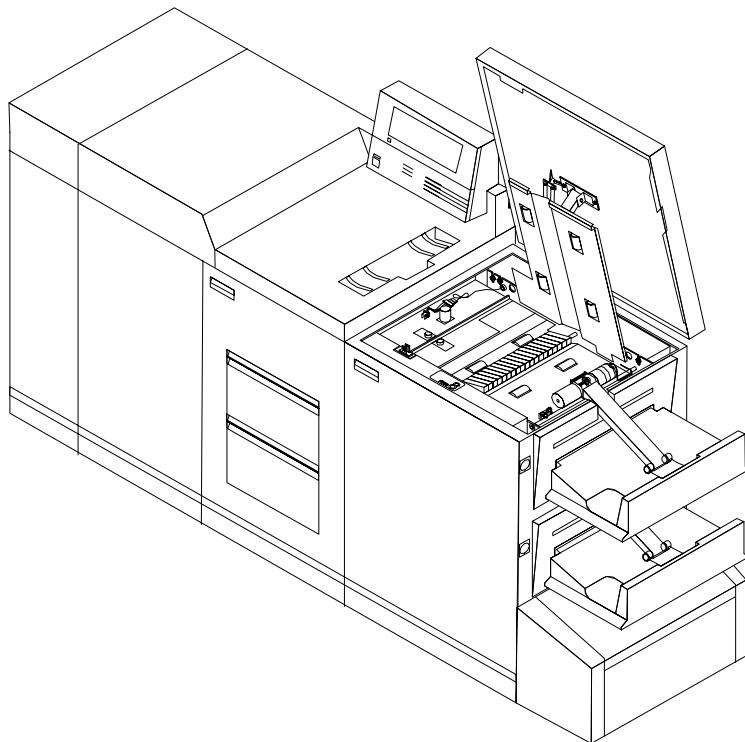
3. Remove and discard any paper in the duplex tray.
4. Return the set separator to its upright position.
5. Close the door and press the Continue button to resume printing.

### **Clearing paper jams from area 8**

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If your printer has a stitcher/stacker, see the “Correcting stacker problems” chapter.

1. Open the top cover of the output module, as indicated on the graphic display of the printer console.



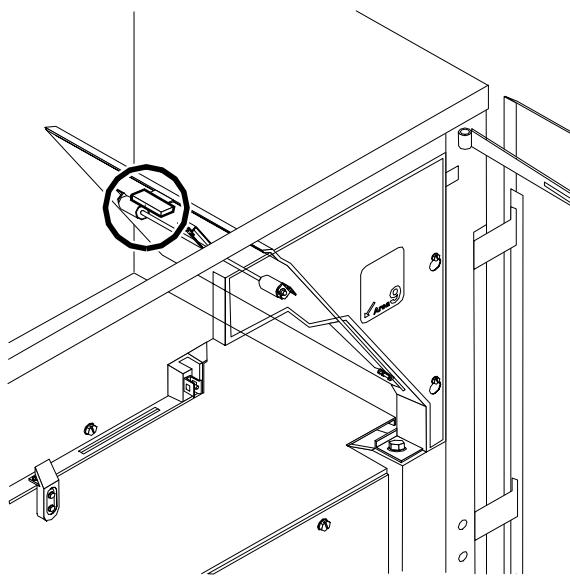
2. Remove and discard any paper you find in this area.
3. Lower the top cover and press the Continue button to resume printing.

### **Clearing paper jams from area 9**

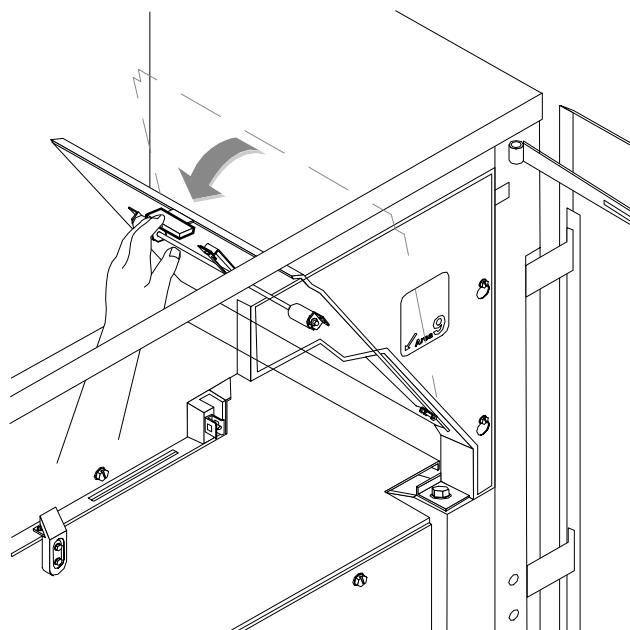
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If your printer has a stitcher/stacker, see the “Correcting stacker problems” chapter.

1. Open the right door and locate the green handle on the upper right side of area 9.



2. Pull the green handle down and to the left (in the direction of the arrow marked on it) to hold the assembly open while you remove and discard any paper you find in this area.



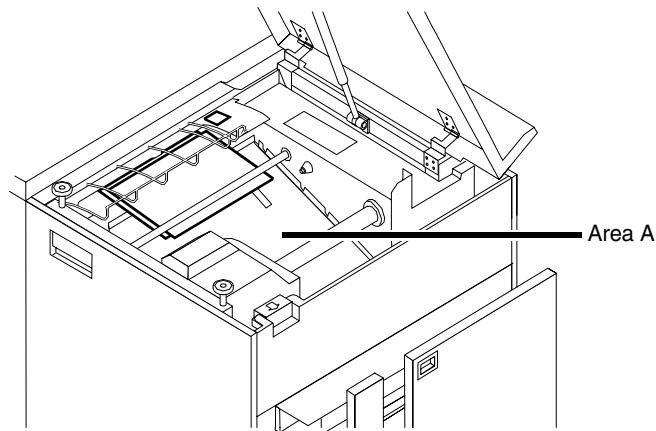
3. Return the handle to its original position and close the door.
4. Press the Continue button to resume printing.

### **Clearing stitcher/stacker paper jams (areas A and B)**

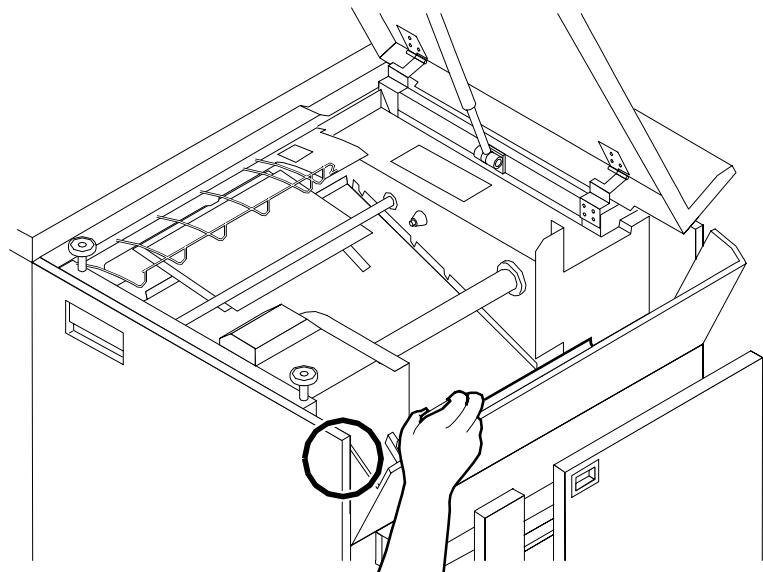
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Follow these steps to clear stitcher/stacker jams in areas A and B.

1. Open the top cover of the stitcher/stacker and locate area A in the center.



2. Remove and discard the paper under the paper guide. The paper guide is a spring-loaded, heavy wire form guide that pops up when you open the cover.
3. Locate the side cover of area B on the right.
4. Push the cover to the right (in the direction of the large green arrow at the front of the cover) to open it.



5. Remove only the set of pages leaving the stitcher/stacker at the right, and place it on the output in the stacker tray. Do not remove any other pages from this area.

*NOTE: The pages were compiled by the stitcher/stacker into a set (stapled or not), but something prevented the set from being delivered to the stacker. You put the set in the stacker tray because the system has counted it as completed.*

6. Close the side and top covers.
7. Press the Continue button to resume printing.

### **Adjusting dual stacker tray scuffer arms**

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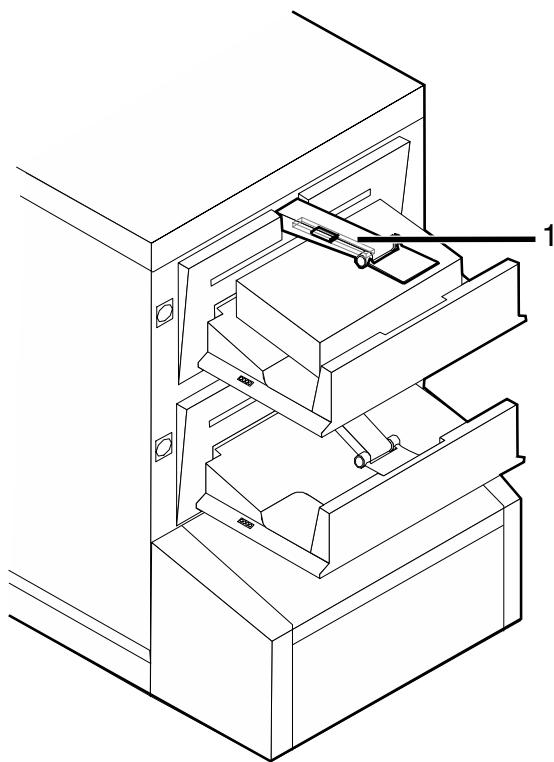
Paper jams can occur when the paper does not stack smoothly in the stacker trays. If some papers stack well while others do not, the scuffer arms may need to be adjusted.

*NOTE: The scuffer arm weights on some printers are bolted in place. These must be adjusted by a service representative.*

The adjustable weights are located on the underside of the scuffer arms, on a track down the center. To adjust them:

1. Slide the weight right or left along its track under the scuffer arm.
  - If the paper is driven too far up the outside edge of the tray, move the weight toward the machine.
  - If the paper is not driven far enough into the tray, move the weight away from the machine.

*NOTE: For lightweight paper move the weight toward the machine; for heavyweight paper, move the weight away from the machine.*



**Figure 4-6. Adjusting scuffer arm weights**

1. Scuffer arm
2. Clear all paper jams, following the jam clearance instructions provided by the message and graphic displays on the printer console.
3. Discard any pages sent to the sample tray or to a used stacker tray when the jam was detected.
4. Press the Continue button on the printer console to resume printing.

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## 5. Optimizing print quality

This chapter discusses methods of checking and improving print quality.

*NOTE: One way to test print quality is to print a sample document. For information on printing sample documents, refer to *The Guide to Configuring and Managing the System*.*

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### Product features that affect PostScript print quality

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You can improve the appearance of your documents by being aware of potential problems created through the use of proprietary PostScript extensions and device-dependent operators.

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#### Proprietary PostScript extensions

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PostScript masters that use proprietary printer features may cause appearance inconsistencies between different PostScript printers. Some PostScript printers contain proprietary PostScript extensions. For example, some versions of the Apple Macintosh PostScript driver download encrypted proprietary image “smoothing” operators to Apple LaserWriters. The downloaded PostScript code uses the product operator to determine if it is being used on a LaserWriter. If not, the proprietary code is bypassed by doing a flushfile. This allows the PostScript master to print on non-LaserWriter products. As a result, PostScript masters generated on a Macintosh with Apple proprietary features may produce output that varies between LaserWriter and non-LaserWriter PostScript printers.

## Device-dependent operators

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Some PostScript operators result in device-dependent PostScript files. “Device dependence” means that devices having different output characteristics may produce different-looking output even though they use the same software. This section documents the most serious examples of device dependence. The *PostScript Language Reference Manual*, second edition, lists all of the graphics state operators that are considered device-dependent.

### Gray shading—**setscreen** and **setcolorscreen**

---

The PostScript operators **setscreen** and **setcolorscreen** control the PostScript halftone software that simulates various intensity levels of gray and color inks. Since each PostScript product may have a different default halftone definition, the halftone patterns and gray scale range may differ also. Because **setscreen** is inherently device dependent (especially when used for pattern fills), PostScript masters look different on almost every different model of PostScript printer.

The operators are also used to perform pattern fills, since PostScript Level 1 does not have a pattern fill operator. (PostScript Level 2 has pattern fill operators.) As stated in the *PostScript Language Reference Manual*, first edition, “Remember that everything pertaining to halftones is, by definition, device-dependent. In general, when an application provides its own halftone specifications, it sacrifices portability. Associated with every device is a default halftone definition that is appropriate for most applications.”

In addition to the device-dependent nature of halftoning, a spot function is used by **setscreen** and **setcolorscreen** to determine the order of pixel darkening in the halftone cell. When two pixels have the same spot function value, their ordering values are determined arbitrarily. Duplicate spot function values are very common. In fact, almost all the various default spot functions generate duplicate values. Therefore, different PostScript implementations yield different halftone patterns, resulting in visual differences in the output.

## Gray shading—**settransfer** and **transfer** function

---

The PostScript operators **settransfer** and **setcolortransfer** are used to change the procedure for mapping perceived color values in the output of the print device into specified color values in the PostScript master. PostScript devices use an internal transfer array or procedure that takes into account the printing characteristics of their marking engines in order to produce levels of color.

Transfer functions are called by the **setcmykcolor**, **setbsbcolor**, **setrgbcolor**, and **setgray** operator before processing of the desired color level that is specified in the master. The transfer function takes a value from the stack and leaves another value on the stack for each color component (red, green, blue, and gray).

The PostScript language provides a scheme for overwriting the internal transfer function of a printing device by providing the **settransfer** and **setcolortransfer** operators. However, some Xerox PostScript devices do not allow you to overwrite their internal transfer function.

Typically, a master tries to replace the internal transfer function with a null transfer function such as:

{} **settransfer**, or

{} {} {} {} **setcolortransfer**

If either of the above procedures is successful, the transfer functions return the same color levels that are passed to them without modifying or mapping the level. On printers which do not allow the overwriting of the transfer function, the **settransfer** operator does not affect the mapping of gray values between the output of the print device and specified levels of color.

*NOTE: **Settransfer** actually sets the transfer functions for all four color components (red, green, blue, and gray) to the same value. The **setcolortransfer** operator sets the transfer functions individually.*

### **Smooth curves—**setflat****

---

PostScript masters that use the PostScript operator **setflat** produce inconsistent output across different PostScript printers. **setflat** controls curve rendering smoothness. PostScript curve operators use cubic Bezier control points to define the curve shape. These curves can be rendered from straight line segments. Normally the line segments are so short that the curve appears smooth. The **setflat** operator indirectly controls the length of the straight line segments. As stated in the *PostScript Language Reference Manual*, second edition, “If the flatness parameter is large enough to cause visible straight line segments to appear, the result is unpredictable. **Setflat** sets a graphics state parameter whose effect is device-dependent. It should not be used in a page description that is intended to be device-independent.”

### **Invisible strokes—0 **setlinewidth****

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PostScript masters that use the PostScript operator **setlinewidth** are not consistent across different PostScript printers. **setlinewidth** controls the width of a stroked line. When **setlinewidth** is executed with an input of zero, it produces a line that is one pixel wide. On devices whose dot size is small, single-pixel-width lines may be invisible.

### **Scan conversion—**fill**, **eofill**, and **stroke****

---

Scan conversion algorithms are implementation-dependent, so different PostScript printers paint (“turn on”) different dots, resulting in output differences. For filled circles, PostScript printers differ in the dots they paint at the edge of the circle; thus, some printers produce slightly larger circles than others. For large circles this is not noticeable, but for small circles, it is.

Sections 2.2 and 6.5 of the *PostScript Language Reference Manual*, second edition, discuss scan conversion. Section 6.5 states that scan conversion details are not part of the PostScript standard.

## 6. Resolving printer problems

This chapter describes printer-related problems other than paper jams, and suggests corrective actions. (Refer to “Clearing paper misfeeds and jams” for information on paper jams.

Symptom	Probable cause	Action
Printed sets are not stitched.	Stitcher/stacker is out of wire (fault code L152), or is jammed (fault code L172), or stitching head has malfunctioned (various fault codes).	If you have completed Advanced Customer Training (ACT), follow the recommended procedures to correct the problem. If not, contact your supervisor or your service representative. Until the problem is fixed you can continue printing without stitching the output.
Printing stops and the printer console displays a message indicating that an incorrect paper size is loaded in a feeder tray.	Incorrect paper size or a damaged sheet.	<ol style="list-style-type: none"><li data-bbox="963 914 1432 977">1. Check the paper in the indicated tray.</li><li data-bbox="963 988 1432 1056">2. If the paper is not the correct size, load the correct size paper.</li></ol> <p>If the paper size is correct, press the Continue button to resume printing.</p>
The number displayed in the Wire Percentage indicator of the printer console begins to flash, and the message STITCHER LOW ON WIRE appears when you start a new print job.	Stitching wire has decreased to a percentage predetermined by the service representative.	<p>If you have completed Advanced Customer Training (ACT), follow the recommended procedures to correct the problem. If not, contact your supervisor or your service representative. You can continue printing, but the stitcher may run out of wire.</p> <p>One percent of the wire will stitch about 300 sets (maximum).</p>
Printer console displays the message OFFSET FAILED, SET IN OUTPUT BIN NOT OFFSET, but the printed sheets in the stitcher/stacker tray are offset normally.	Faulty component in the offsetting mechanism of the stitcher.	<ol style="list-style-type: none"><li data-bbox="963 1484 1432 1573">1. Clear the message by pressing the Continue button on the printer console.</li><li data-bbox="963 1584 1432 1651">2. Call customer service support for further assistance.</li></ol>

Symptom	Probable cause	Action
Paper does not stack evenly in the dual stacker trays.	Scuffer arm weights are out of adjustment.	<p>If printer has adjustable weights under the scuffer arms, slide them to the right or the left. (Refer to "Clearing paper misfeeds and jams" chapter in this guide.)</p> <p>If the weights are bolted in place, ask your service representative to adjust them.</p>

## 7. Resolving system problems

This chapter describes various system problems and suggests corrective actions.

*NOTE: The syntax for the actions listed is for CLI users. If using the GUI, refer to the online help for equivalent procedures.*

Symptom	Probable cause	Action
Blank display: pressing a key fails to restore image.  <i>NOTE: If you have a SunBlade 1000, the monitor takes one minute to display following restart. Do not restart the system while waiting for the monitor to display.</i>	Monitor is powered off; brightness and contrast controls are misadjusted; or there's a more serious problem.	<ol style="list-style-type: none"><li>1. Make sure that the monitor is powered on.</li><li>2. Make sure that the brightness and contrast controls (if available) are turned far enough to the left to brighten the screen.</li><li>3. If the monitor is powered on and controls are turned to the left, call the service representative.</li></ol>
The first job to print after a reboot or a diagnostics session takes 30 to 60 seconds longer than usual.	This is normal operation.	No action is needed. Subsequent jobs should print without a delay.
User says a job is not printing.	The job is ineligible due to unavailable resource.	<ul style="list-style-type: none"><li>• Enter <b>List Documents Ineligible</b>.</li><li>• Load the appropriate resource.</li></ul>
	Queueing is stopped.	<ul style="list-style-type: none"><li>• Enter <b>Show Status</b>.</li><li>• Enter the <b>Start Queueing</b> command.</li></ul>
	The virtual printer is stopped.	<ul style="list-style-type: none"><li>• Enter <b>List Virtual Printers</b>.</li><li>• Enter <b>Start Virtual Printer &lt;printer_name&gt;</b>.</li></ul>
	The jobs are held.	<ul style="list-style-type: none"><li>• Enter <b>List Documents Held</b>.</li><li>• Release the job if appropriate.</li></ul>
	The job never arrived.	<ul style="list-style-type: none"><li>• Enter <b>List Documents All</b>.</li><li>• Ask the user to resend. If the job still does not arrive, consult with the network or workstation administrator.</li></ul>

Symptom	Probable cause	Action
No jobs appear to be printing.	Queueing or printing may be stopped.	<ul style="list-style-type: none"> <li>Enter <b>Show Status</b>.</li> <li>Enter <b>Start Queueing or Printing</b>.</li> </ul>
	Scheduling policy may be First Come First Served (FCFS) and the next job may be ineligible.	<ul style="list-style-type: none"> <li>Enter <b>Show Scheduling Policy</b> to determine current setting.</li> <li>If scheduling policy is FCFS and the next job is ineligible, no jobs will print. Either load the media the job is waiting for, or <b>Set Scheduling Policy</b> to ResourceMatch so the next eligible job prints.</li> </ul>
	Possible system problem	<ul style="list-style-type: none"> <li>Enter <b>Print Sample Document</b> to see if jobs can print from the controller to the printer.</li> <li>If the sample document does not print, there may be a system problem.</li> </ul>
	Printer controller is not communicating with the network. (Does not apply to channel-attached host.)	<ul style="list-style-type: none"> <li><b>Ping</b> the printer controller; check the cabling/connections.</li> <li>Reconnect the network cable. Use the network diagnostics to check the network devices.</li> </ul>
	Printer controller is off or needs to be restarted.	<ul style="list-style-type: none"> <li>Check the printer controller operation.</li> <li>Restart the printer controller.</li> </ul>
User cannot send a job from a workstation.	The workstation is not communicating with the network.	<ul style="list-style-type: none"> <li><b>Ping</b> the printer controller or another workstation. Look at the workstation network cable.</li> <li>Reconnect the network cable.</li> </ul>
	For TCP/IP: Printer controller host name and address are not in the workstation hosts file.	<ul style="list-style-type: none"> <li>View the workstation hosts file.</li> <li>Add the printer controller name and address to the hosts file.</li> </ul>

Symptom	Probable cause	Action
Job prints on the wrong paper, or is otherwise not as expected.	Paper in the tray and tray settings do not match.	<ul style="list-style-type: none"> <li>Check the trays and Enter <b>Show Status</b>.</li> <li>Change paper in the tray or set the correct paper type using <b>Set Tray</b>.</li> </ul>
	Job has a job ticket and specified virtual printer has SkipJTPreScan set to True. (Does not apply to IPDS.)	<ul style="list-style-type: none"> <li>Enter <b>List Virtual Printers</b>.</li> <li>Send to another virtual printer with SkipJTPreScan set to False.</li> </ul>
	Job has attributes from some other source (DSC, embedded from job ticket, etc.)	<ul style="list-style-type: none"> <li>Enter <b>Show Document Attributes</b>.</li> <li>Resend if necessary. Enter <b>Change Document Attributes</b> to specify desired attributes.</li> <li>Ensure that "Fit to Paper" or an equivalent selection is not selected in user print driver.</li> </ul>
	User error in entering print options from the client workstation.	<ul style="list-style-type: none"> <li>Enter <b>Show Document Attributes</b>.</li> <li>Resend if necessary using correct options, or enter <b>Change Document Attributes</b> to specify the desired attributes.</li> </ul>
Job prints correctly on the right media, but an error message on the trailer page indicates a media error.	There are PostScript setpagedevice operators in the job that specify the media to use, and the job submission method or virtual printer specified other media.	<ul style="list-style-type: none"> <li>Enter <b>Show Document Attributes</b> to view the requested media and compare with output. Then check the PostScript code of the file. You can enter <b>Examine Document</b>, but it may be easier to do this from a user workstation.</li> <li>If the job has printed as desired, do nothing. If you want the job to print using the media set by the setpagedevice operators, do not use a job submission method that creates a job ticket, or use a virtual printer with SkipJTPreScan set to True, and no media attributes.</li> </ul>

Symptom	Probable cause	Action
The IPDS host receives a Not Ready message from the DocuPrint NPS/IPS.	If a virtual printer is specified for a job, and the virtual printer properties are changed, then the virtual printer stops and sends a not ready message to the host.	<ol style="list-style-type: none"> <li>1. Enter <b>Show Status</b> to ensure there is no other problem. If you have a stoppage due to the status shown, correct the problem status.</li> <li>2. Enter <b>List Virtual Printer</b> or <b>Show IPDS Virtual Printer</b> to see if the virtual printer is stopped.</li> <li>3. Enter <b>Start Virtual Printer &lt;vpname&gt;</b>.</li> </ol>
	Queueing has stopped. The job pool manager cannot accept any jobs when queuing has stopped.	<ol style="list-style-type: none"> <li>1. Enter <b>Show Status</b> to determine if printing is stopped.</li> <li>2. Enter <b>Start Queueing</b>.</li> </ol>
	The IPDS job is not selected for printing because printing has stopped.	<ol style="list-style-type: none"> <li>1. Enter <b>Show Status</b> to determine if printing is stopped.</li> <li>2. Enter <b>Show IPDS Status</b> to determine if IPDS printing is stopped.</li> <li>3. Enter <b>Start Printing</b> or <b>Start IPDS Printing</b>.</li> </ol>
	Out of paper condition	<ol style="list-style-type: none"> <li>1. Enter <b>Show Status</b>.</li> <li>2. Reload the paper tray.</li> </ol>

**Restarting the system after an error condition when printing an IPDS job**

To restart the system after you have cleared an error condition:

1. Drain the printer at the host. (Follow procedures for your host system.)
2. In an MVS environment, cancel the FSS (Functional Subsystem), which automatically drains the printer.
3. Restart the Printer Controller.
4. Restart the printer at the host.

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